What is the Employee Assistance Program (EAP)?

The EAP program offers assessment, referral, short-term counseling, and follow-up for employees confronted with family and marital problems, substance abuse, stress, depression, and any other emotional and life challenges.

Who may use the program?

All civilian employees may use the program.

- **Employees are encouraged to contact the EAP whenever they are experiencing personal problems. In many situations, family members are also eligible for the services of the program.**
- **Supervisors and managers may also seek the guidance of the EAP to determine the appropriateness of referring employees who**

What does it cost?

There is no cost to the employee for the services of the EAP.

- **If a referral is necessary to an outside facility, the cost of covering that service is the responsibility of the employee.**
- **The EAP counselor works closely with the employee to choose a referral that is covered by health insurance or that is within the employee's financial means.**

What typically happens when you call the EAP?

- When an employee contacts the program, an appointment will be made to see an EAP counselor. Appointments are typically available during normal working hours.
- The counselor will meet with the employee one or more times to determine the nature and extent of the problem and to decide on the best course of action. In many cases, an employee is experiencing personal problems that can be resolved in a few short-term counseling sessions with the EAP counselor.
- In other cases, a longer term intervention is indicated and a referral to the appropriate resource will be made. The EAP counselor will then follow-up with the employee to check on their progress and satisfaction with the services they have received.

- **USAG Darmstadt ASAP 348-1710**
- **USAG Mannheim ASAP 380-1710**
- **USAG Heidelberg ASAP 370-1710**
- **USAG Landstuhl ASAP 486-1710**